

AMENDMENTS TO THE CLAIMS

Please amend the claims to read as follows, and cancel without prejudice or disclaimer to resubmission in a divisional or continuation application claims indicated as cancelled.

1-41. (cancelled)

42. (new) A computer-implemented performance management method operable in an enterprise comprising individuals organized according to a hierarchy, the method comprising:

providing a user interface by which a user defines a data dictionary, the data dictionary defining processing of performance management data, wherein the data dictionary comprises one or more data fields, an operator for defining an operation to be applied to performance management data in at least one of the data fields, and wherein each data dictionary field comprises a user-selectable level of the hierarchy to which the data dictionary field is to be applied;

receiving performance management data;
applying the received performance management data against the data dictionary; and
creating for an employee an individual performance measurement according to the operation at the user-selectable level of the hierarchy.

43. (new) The method of claim 42 wherein the performance management data includes data aggregated from a first level of the hierarchy to a second level of the hierarchy to generate an aggregate value.

44. (new) The method of claim 43 wherein the first level of the hierarchy is associated with a set of agents and the second level of the hierarchy is associated with a manager of the set of employees.

45. (new) The method of claim 44 wherein each of the set of employees has an associated objective having a value, wherein values of the associated objective for each of the set of employees are aggregated and associated with the manager.

46. (new) The method of claim 43 wherein each of the set of employees is rated on a team objective.

47. (new) The method of claim 42 wherein the performance management data is received from one or more systems.

48. (new) The method of claim 42 comprising generating a report based on a result of applying the received performance data against the data dictionary.

49. (new) The method of claim 42 wherein the operation associates data from a first data field with data from a second data field.

50. (new) The method of claim 42 wherein the dictionary entry comprises a rule that defines a value associated with performance management data in at least one of the data fields.

51. (new) The performance management method of claim 42 wherein the rule enables a first user in the hierarchy to override a configuration setting of a second user in the hierarchy.

52. (new) The performance management method of claim 51 wherein the configuration setting is overridden by a manager.

53. (new) The performance management method of claim 42 wherein the data dictionary further includes a user-selectable measurement period against which the operation is to be applied.

54. (new) The performance management method of claim 42 wherein the user interface is provided by a web page.

55. (new) The performance management method of claim 42 wherein the hierarchy comprises a first level, and a second level.

56. (new) A computer-implemented performance management system operable in an enterprise comprising individuals organized according to a hierarchy, the system comprising:

a user interface allowing a user to define a data dictionary, the data dictionary defining processing of performance management data, wherein the data dictionary comprises one or more data fields, an operator for defining an operation to be applied to performance management data in at least one of the data fields, and wherein each data dictionary field comprises a user-selectable level of the hierarchy to which the data dictionary field is to be applied;

an information management function to receive performance management data, apply the received performance management data against the data dictionary, and create for an employee an individual performance measurement according to the operation at the user-selectable level of the hierarchy.

57. (new) The system of claim 56 wherein the performance management data includes data aggregated from a first level of the hierarchy to a second level of the hierarchy to generate an aggregate value.

58. (new) The system of claim 56 wherein each of the set of employees is rated on a team objective.

59. (new) The system of claim 56 wherein the performance management data is received from one or more systems.

60. (new) The system of claim 56 wherein the information management function is to generate a report based on a result of applying the received performance data against the data dictionary.

61. (new) The system of claim 56 wherein the hierarchy comprises a first level and a second level.